

# ERS Web Development Process Overview<sup>1,2</sup>

## Stage 0: “Vision”

**Deliverables:**  
a. *Project vision & scoping document*

Milestone review

Submit project vision & scoping to ISD

## Ongoing after Stage 1: “Monitoring & tracking”

a. *Progress reports*  
b. *Progress reviews*  
c. *Post deliverables in a shared location (this location may be public or private)*

## Stage 1: “Kickoff”

**Deliverables:**  
a. *Agency priority*  
b. *Team charter*  
c. *Project work plan, schedule*

## Stage 2: “Define” (What it will do)

**Deliverables<sup>3</sup>:**  
a. *User research findings*  
b. *Requirements*  
c. *Data & content definition*

## Stage 3: “Design” (How it will do it)

**Deliverables<sup>3</sup>:**  
a. *Design specification (IA & wireframes)*  
b. *Paper prototype usability findings*  
c. *Copy*  
d. *Initiation of division clearance*  
e. *Maintenance plan*  
f. *Technical feasibility tests*  
g. *Technical specification*

## Stage 4: “Build”

**Deliverables<sup>3</sup>:**  
a. *Draft web product*  
b. *Usability findings*  
c. *QA & editorial review*  
d. *Final web product*  
e. *Deployment requirements & procedure*

Final Review

## Stage 5: “Deploy”

**Deliverables<sup>3</sup>:**  
a. *Product marketing & assets*  
b. *Reusable assets*

## Stage 6: “Maintain”

Regress if necessary<sup>5</sup>

Append or revise previous deliverables as desired<sup>4</sup>

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Iterate the process for phased deployment (optional)

### Interpreting this diagram:

1. This diagram is targeted toward project managers.
2. It only shows a high-level view of the process (stages and deliverables). For details on each stage, see the “Process-Product Matrix.”
3. The deliverables for the most complex projects are shown. Simple projects may not require all the listed deliverables (see the “Process-Product Matrix”).
4. The Web Development Team may append or revise deliverables from prior stages to match its current understanding (as the team deems useful).
5. Regress to a previous stage if the team spends the majority of its time revising deliverables from that stage.
6. Templates and samples for the deliverables shown in italics are provided for the Web development teams.